Service Level Agreement
Postsecondary Education
Council on Postsecondary Education

Activity:	**Postsecondary Education**
Service Objective:	To provide network and communication services for Postsecondary Education.
Parties:	**This agreement is between the Department of Information Systems (DIS) and the Council on Postsecondary Education (CPE) on behalf of the Kentucky Commonwealth Virtual University (KCVU) and the institutions within the public system of Postsecondary Education in Kentucky.**

DIS Responsibilities

Provide Network Services which include:

Network infrastructure capable of supporting transport across the KIH backbone in support of applications and locations as defined by CPE. (See Attachment 1.)

Call center supporting 24 x 7 on-call coverage for problems.

24 x 7 network monitoring including the status of the circuit, CSU/DSU and router/switch.

Provide Communication Services which include:

A 45 MB Internet connection to provide the Public Postsecondary institutions with Internet Access.

Equipment and communication circuits to support compressed interactive classrooms.

TCP/IP transport and support to demarcation point at each site. DIS will ensure packet loss of not more than 10 percent on all DIS owned and managed facilities.

All network outages over 12 hours will be escalated to the Director of Campus and reported to the campus CIO, Commonwealth CIO and the President of CPE.

Contacting the Customer 3 days prior to any network configuration change to coordinate network modifications.

Same day replacement of DIS supported equipment.

Capability for the Institutions to procure additional bandwidth above and beyond that procured by CPE at DIS' market rate. This request will be processed within 14 days of receipt.

Acceptable bandwidth to support the Commonwealth Library and Commonwealth Virtual University applications. All other traffic will discard when network congestion exists.

Installed equipment to monitor the bandwidth use of all traffic at the campus/DIS demarcations point. Monthly reports during the first year and quarterly reports in subsequent years will be provided to the President of the CPE and campus CIO.

Customer Responsibilities

Institutions will provide a campus infrastructure defined as network components below the DIS managed ATM switch and router.

Institutions will provide a 24 x 7 primary and secondary technical support contact per campus. Name, phone number and email address of technical contact will be provided to DIS.

Institutions will respond to all DIS technical support calls within one hour of the original call attempt.

Institutions will ensure packet loss of not more than 10 percent from the campus library to the DIS demarcation point.

Institutions will escalate all network outages over 12 hours to the Director of the Division of Network Services and will report all network outages over 12 hours to the campus CIO, Commonwealth CIO and the President of the CPE.

Institutions will request network upgrades or changes to DIS 7 days prior to implementation.

Institutions will request additional bandwidth 60 days prior to required date.

Institutions will provide basic network troubleshooting prior to calling the DIS Help Desk.

Institutions will provide initial problem identification information. This includes a description of the problem encountered, number of people affected, TCP/IP's (default gateway), addresses at the site, and equipment configuration.

Institutions will provide support for the end-user desktop and LAN environment.

Institutions will implement campus infrastructure improvements as described in each institution's plan for the KCVU bond program.

CPE will provide funding for: (See Attachment 2)
-   Hardware Costs
-   Software Costs (Network Switching & Scheduling)

	-	Ongoing Costs (See Attachment 3)
		CPE will provide funding for the campus infrastructure improvements through the KCVU bond program.

DIS and Customer Responsibility:	Provide representation for two committees to deal with operational and policy areas. Committees should have representation from each university, KCTCS, CPE or KCVU, and DIS.
Performance Objectives and Measures	Provide 98% availability between the hours of 8 a.m. and midnight. All scheduled maintenance should occur during other time periods.
	DIS or designee will answer all calls to trouble center and acknowledge problem report within one hour of original attempt by customer.
	Provide dedicated bandwidth for each application defined in Attachment 1 and requested by the institutions through CPE.
	Analyze traffic use and inform each site of bandwidth loss exceeding 10 percent.
	Provide bandwidth monitoring for each location. Alert customer when average utilization of a site is 50% of circuit speed for more than one hour.
	Provide bandwidth monitoring of internet access. Notify customer when utilization of 45MB access circuit exceeds 50%.
Problem Management & Notification	The primary or secondary technical contact will notify the DIS Help Desk (502-564-7576) immediately upon determination that a problem is beyond the normal desktop support using these SLA guidelines.
	Problems in service that cannot be resolved using all processes described above will be reported to the Director of Network Services at DIS, the manager of Information Technology at CPE, and the CEO of the KCVU for final resolution.
Notification	DIS will notify technical contacts (see Attachment 1) of any planned outages.
Renegotiations Considerations	Procedures and responsibilities will be reviewed by the Advisory Committees and modified on an as-needed basis – at least annually. The Advisory Committee will recommend changes to the Commissioner of DIS, the President of CPE, and the CEO of the KCVU. All modifications to this agreement must be made in writing.

Signed by:

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Gordon Davies
Council on Postsecondary Education

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